

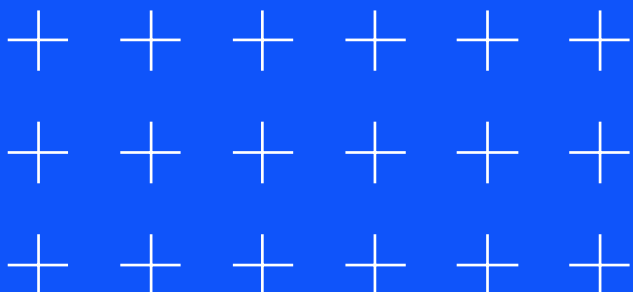


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

People Onboarding Advisor



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



KEY ACCOUNTABILITIES

- Prepare accurate letters of offer, employment contracts and non-paid appointment letters in line with EBAs, RMH policy and legislative requirements.
- Complete pre-employment and onboarding checks for new starters (Fit2Work, VEVO, AHPRA, WWCC/NDIS, immunisation, international checks), ensuring all clearances meet RMH compliance standards.
- Issue accurate contracts and ensure all onboarding documentation is complete, correct and aligned with RMH templates, EBAs and policy requirements.
- Provide professional, timely and supportive communication to candidates and Hiring Managers, contributing to a positive first-point-of-contact experience.
- Accurately enter and update onboarding and employee lifecycle data in SuccessFactors.
- Monitor onboarding workflow progression, identifying missing information, delays, errors or compliance risks.
- Resolve straightforward workflow or data issues and escalate pay, system or complex concerns to the Advisor or Manager as required.
- Work closely with the People Services Advisor to develop capability across full lifecycle contracting and compliance processes as systems and technology mature.
- Support the contracting and compliance lifecycle by providing advice and clarifying documentation requirements to candidates, managers.
- Support large-scale recruitment cohorts (graduate programs, international hires, campaigns) by completing onboarding and contracting tasks.
- Assist with monitoring lifecycle compliance checks to ensure RMH remains compliant from commencement to exit.
- Assist with quality checks and audit activities as required to support compliance and data integrity.
- Help identify duplication and inefficiencies across contracting and compliance workflows.
- Contribute to improvements that streamline early lifecycle processes and reduce rework.
- Assist in updating SOPs, templates, guides and training materials to ensure consistent practice.
- Maintain confidentiality, data integrity and high-quality documentation at all times.
- Support the broader team during peak periods, graduate intakes or staff absences by completing delegated tasks.
- Model collaboration, problem-solving, professionalism and a supportive team culture.
- Contribute to knowledge sharing and continuous improvement across the People Contracting & Compliance team.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

KEY RELATIONSHIPS

Internal

External



-
- People, Culture & Communications Team
 - People, Culture & Communications Leaders
 - Candidates, RMH Employees and Managers, stakeholders and leaders.
 - Regulators (Fair Work, AHPRA, NDIS)
 - External screening and verification providers
 - Professional industry networks
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KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Experience in HR administration, onboarding, contracting or compliance processes within a large or complex organisation, or the ability to learn these quickly.
- Understanding of EBAs, Fair Work obligations and workforce compliance requirements (e.g., Fit2Work, VEVO, WWCC/NDIS, AHPRA, immunisation).
- Demonstrated ability to prepare accurate employment documentation including draft contracts, variations and onboarding records with strong attention to detail.
- Ability to use HRIS systems (e.g., SuccessFactors or SAP) for data entry and workflow processing, or the capability to learn new systems efficiently.
- High attention to detail and data accuracy, with the ability to identify and correct basic discrepancies in documentation, workflows or compliance checks.
- Strong communication and customer service skills, with the ability to engage professionally and supportively with candidates, hiring managers and internal teams.
- Ability to manage competing priorities in a high-volume environment, maintaining confidentiality, sound judgement and timely completion of tasks.

Desirable:

- Experience in healthcare, government or complex, regulated environments
- Understanding of sector challenges and compliance requirements.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Contributes to building team capability by providing supportive guidance, sharing expertise.
- Actively supports team operations during peak periods and staff absences.
- Ensures streamlined, efficient and coordinated workflows across the Contracting & Compliance function, reducing duplication, improving accuracy and strengthening the overall employee experience.
- Demonstrates strict adherence to confidentiality requirements, ensuring 100% compliant handling, storage and communication of sensitive employment and contract information, with zero breaches.
- Partners with People Systems and broader Talent and People Experience teams to identify, design and implement improvements, automation and workflow optimisation, resulting in measurable reductions in manual work, rework and processing time.



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
